



12-10-01

2162

CERTIFICATE OF MAILING BY "EXPRESS MAIL" (37 CFR 1.10)	Docket No. 01-172
---	-----------------------------

Owner(s): Kannan Srinivasan and Michael I. Shamos0

Serial No. 09/804,728	Filing Date 3/13/2001	Patent No. UNASSIGNED	Issue Date UNASSIGNED
---------------------------------	---------------------------------	---------------------------------	---------------------------------

METHOD AND APPARATUS FOR INTERNET CUSTOMER RETENTION

RECEIVED

DEC 14 2001

Technology Center 2100

I hereby certify that the following documents:

- 1 CHANGE OF ATTORNEY'S ADDRESS'
- 1 ACKNOWLEDGEMENT POSTCARD

are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 in an envelope addressed to:

Assistant Commissioner for Patents, Washington, D.C. 20231-0001

EXPRESS MAIL LABEL NO.: EL857781924US

Dated: November 13, 2001


Tracy J. Dillinger

EL857781924US